

**DUTY STATEMENT**

CEC-004 (Revised 01/2019)

CALIFORNIA ENERGY COMMISSION



<b>Classification:</b> Information Technology Associate	<b>Position No.</b> 210-1401-007
<b>CBID:</b> R01	<b>Office:</b> Customer Support Unit
<b>Date Prepared:</b> April 2019	<b>Division:</b> Information Technology Services Branch Administrative Services Division
<b>KEY: (E) IS ESSENTIAL, (M) IS MARGINAL</b>	

**CONFLICT OF INTEREST STATEMENT**

This position is designated under the Conflict of Interest Code: YES ☐ NO ☒

If yes, this position is responsible for making or participating in the making of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete Form 700 within 30 days of appointment, which identifies pertinent personal financial information.

Under the general supervision of the Customer Support Unit Supervisor, the Information Technology (IT) Associate performs routine support tasks within a limited scope typically involving one unit, function or process, following well-defined procedures in the Business Technology Management, Client Services, or Software Engineering domains. The IT supports local and remote web conferencing environments for the California Energy Commission (CEC). The IT Associate has working knowledge of planning and supporting local and remote web conferencing and collaboration meeting environments and equipment (This may include WebEx, GoToMeeting, Skype, etc.).

The IT Associate has working knowledge of a Windows enterprise environment and can support the CEC's hardware and software including desktops, laptops, iPhones, iPads, printers and related peripherals and infrastructure.

**DUTIES AND RESPONSIBILITIES:**

PERCENTAGE OF TIME PERFORMING DUTIES	INDICATE THE DUTIES AND RESPONSIBILITIES ASSIGNED TO THE POSITION AND THE PERCENTAGE OF TIME SPENT ON EACH. GROUP RELATED TASKS UNDER THE SAME PERCENTAGE WITH THE HIGHEST PERCENTAGE FIRST; PERCENTAGE MUST TOTAL 100%.
30%	<p>Web Conferencing Planning and Preparation Support</p> <p>Plan and coordinate web conferencing meetings in and around the state of California. This will include researching and recommending remote sites to meet customer requirements. Communication with our customers will include email, phone calls and in person.</p> <p>Coordinate the checkout, return and maintenance of equipment used. Perform testing of off-site facilities with the meeting organizers. Coordinate obtaining AV and/or IT solutions that are lacking to ensure the CEC has successful meetings. Ensure completion of set up requirements per the checklists. Ensure all necessary equipment in the rooms is available and functioning as requested.</p> <p>Conduct web conferencing demonstrations and training sessions to groups or individuals including orientation sessions for people that host these meetings. Create and update web conferencing documentation including customer instructions. Use web conferencing management tools to administer host accounts including creating and deactivating</p>

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	accounts, resetting passwords, ensure proper security settings, and control access to services. (E)
20%	<p>Web Conferencing Meeting Support</p> <p>Assist/host web conferencing meetings. Resolve IT, AV and web conferencing issues which may include working with outside vendors. Assist staff with use of equipment which includes: set up computer presentations, adjust lighting, microphone volume, projector control and features of other equipment. Troubleshoot all IT and AV related issues that arise during the course of meetings. Escalate issues that impact the live meetings to minimize the disruption or stoppage of the meetings. Coordinate web conferencing recording activities including editing recordings. (E)</p>
20%	<p>Technical Support</p> <p>Responsible for installation, configuration, implementation and maintenance of the CEC's PC, laptop and mobile hardware and software. Administers user accounts, groups, mail boxes and distribution list using Active Directory. Acts as liaison for the IT Help Desk in resolving technical issues within the CEC IT environment on behalf of the customer. Communication with our users will include email, phone calls and in person. (E)</p>
20%	<p>Desktop Support</p> <p>Participates in ITSB projects on an as needed basis. Acts as an IT Help Desk representative on problem resolution activities. Analyzes, documents and troubleshoots desktop hardware and software related issues. Stays current on emerging desktop technologies, trends and best practices and make recommendations. Contacts vendors in regards to existing and new technologies for the CEC. (E)</p>
5%	<p>Customer Service Support</p> <p>Establishes and maintains cooperative customer relationships. Coordinates problem resolution and ensures methods and practices conformity to get more specific details on problems. (E)</p>
5%	Performs other related duties as required. (M)

**WORKING CONDITIONS:** This position involves some mandatory overnight travel in and around the state of California. This will require flexible work hours (including some weekends, holidays and evening work) and occasionally require overtime with short notice. The work is performed in a variety of locations mostly indoor meeting rooms, offices, hotels, community centers, etc. This will involve the transporting of and set up of Audio Visual (AV) and Information Technology (IT) equipment weighing up to 60 pounds to remote locations. The work will include: sitting, standing, bending, reaching, walking and lifting/moving up to 60 pounds.

SIGNATURES			
I Certify That I Am Able To Perform, With Or Without The Assistance Of A Reasonable Accommodation, The Essential Job Duties Of This Position			
<div>_____</div> <div>Vacant</div> <div>Date</div>		<div>_____</div> <div>Jeremy Sherlock</div> <div>Date</div>	
Information Technology Associate		Information Technology Supervisor II	

